

Tow Truck Operator



A list of prevention best practices to assist Ohio Mutual agent partners and policyholders to correct the most common issues associated with safety when operating tow trucks.

Best Practices

Employees

Hiring the right people is critical, and while not foolproof, qualifying personnel by proper vetting minimally includes these considerations:

- Procuring Motor Vehicle Reports (driver abstracts) before hiring an operator.
- Develop your company's criteria for acceptable driving records.
- Consider running criminal background checks.
- Whether PUCO/DOT licensed or not, develop driver qualification files to establish employee accountability, annual reviews, and to insulate the tower against liability claims.
- Determine if a driver incentive program is right for your company — sample programs available from Ohio Mutual.
- Implement new employee orientation and training while observing a probationary period.



- Establish a professional driver dress code to promote public relations and customer confidence.
- Motivate your best employees to recommend new associates.

Vehicles

Most owners do an excellent job maintaining their rolling stock, and it is particularly critical to:

- Establish routine intervals (mileage/time basis) with requisite record keeping.
- Incorporate daily vehicle inspections with documentation.
- Straps, chains, cables, clevises, hooks, etc., need to be checked regularly and replaced as needed.
- Stock tow trucks with emergency equipment, e.g., reflective triangles, flares, flashlights, safety vests and first aid kits that are refreshed as needed.
- Secure trucks with proper key controls, locking cab doors, lot cameras, GPS, etc.



Towed Vehicles

Keeping customers happy starts with taking optimal care of their vehicles, even wrecked ones! Some Best Management Practices include:



- Install drive or dash-cams to help protect your drivers against false claims.
- Before hooking a vehicle for a tow, take photos to document vehicle condition, complete the customer vehicle inspection form, and ensure the tie-down and chaining requirements are met.

